

# 2012 Military Health System CONFERENCE



## Patient Centered Medical Home Nurse Assessments

The MHS: Healthcare to Health

Lt Col William A. Reynolds

20 January 2012

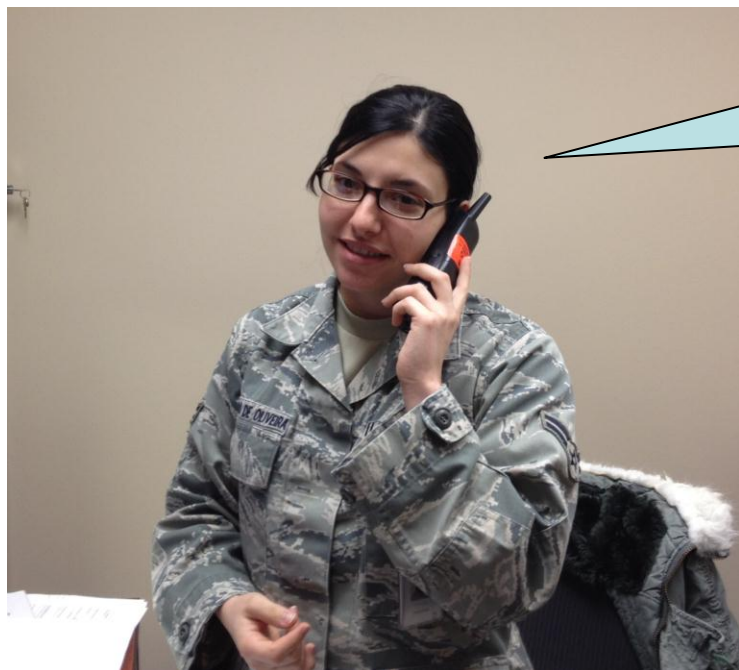


28th Medical Group, Ellsworth AFB  
Has no conflicts of interest to report

# The Problem: No Acute Appointments



- Many Active Duty Airmen were Unable to Get an Appointment During the Duty Day



I am not feeling well and need an appointment today.

Sorry, there are no appointments left, you will need to go to urgent care.

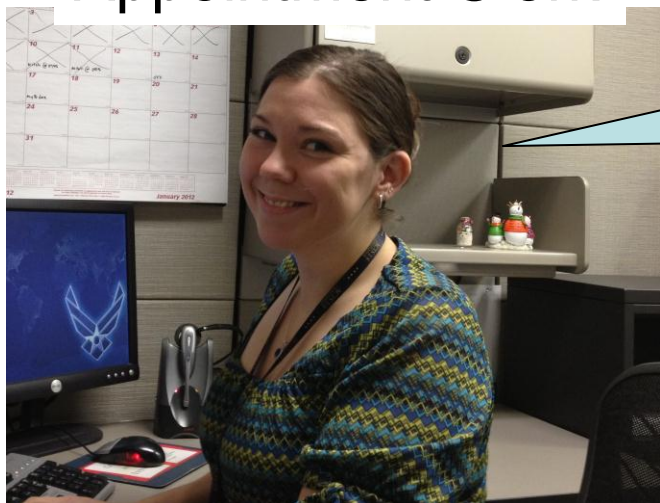
**Acute Access to Care 71%  
(Sep 2010)**

# The Solution: The Nurse Assessment Process



- Every Active Duty Patient will be Evaluated the Same Day of the Issue

Appointment Clerk



I am out of appointments with your provider, the team nurse will see you at 0900.

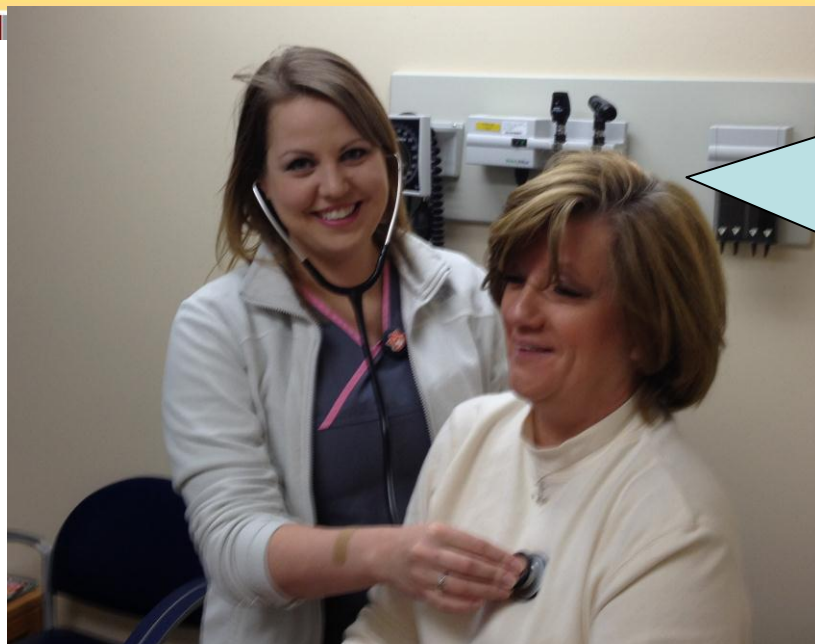
I know you have an appointment with me at 0900 but I may be able to help you now (RN telephone triage)

Registered Nurse





# The Solution: The Nurse Assessment Process



I am sorry I couldn't help you over the phone. I will do an assessment, discuss your case with your provider and be right back!

Dr Smith, here is my assessment of your patient. How would you like to treat them?

Options: Nurse education, home care, quarters, physician walk-in and/or routine appointment



# PCMH Nurse Assessments Outcomes



- Acute Access to Care Up From 71% in 2010 to 97.6% for all of 2011
- Patient, Supervisor & Staff Satisfaction Improved
- ER Visits Reduced 10% in 2011 (saved \$204K)
- Average 38 PCMH Assessments per Month

Graph 2: Emergency Department and Urgent Care Utilization Per 100 PCMH Patients

